

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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June 30, 2008

Barb Simon, President of Case Management Committee
Opportunity Resources Inc.
2821 S Russell
Missoula MT 59801

Dear Ms. Simon,

Following is the report for FY '08 of a review that was completed for case management in Region IV. The review took place in May of 2008 and went very well. All was found to be in order and it was a pleasure to work with the case management staff in the completion of this review. The individual worksheets for the review have been given to the Case Management Supervisor.

Sincerely,

Brad Johnson

Brad Johnson, M.S.
Quality Improvement Specialist
Review Coordinator

cc: Jack Chambers, Executive Director, ORI
Wayne Reynolds, CM Supervisor, ORI
Tim Plaska, Bureau Chief, DDP
John Zeeck, Quality Assurance, DDP
Perry Jones, Waiver Specialist, DDP
Catherine Murphy, Region IV Manager, DDP
DDP Files, attn,: Laura Hartman

Opportunity Resources Case Management
QUALITY ASSURANCE REVIEW
Region IV – FY '08

Scope of the Review

This is a summary of the quality assurance review of case management services provided by Opportunity Case Management (hereinafter referred to as ORI) for Fiscal Year '08. Two files from each case manager were reviewed: one file was a client receiving services and the other file was a client only receiving case management services. The July 1, 2007 standards were used for this review. The surveyor was Quality Improvement Specialist Cathy Murphy with the State of Montana Developmental Disabilities Program. The on-site reviews were conducted in May, 2008.

ORI provides case management services in Helena, Montana. This branch of ORI Case Management has endured some significant staffing challenges during the year.

Files of individuals in active services:

- **Client Survey** – All files reviewed had a completed client survey.
- **Waiver 5 Form** – All files had a completed waiver 5 form. A copy of the Waiver 5 is forwarded to the respective QIS.
- **Annual IP/PSP** – All files had an annual IP / PSP. (PSPs were not implemented until 7/1/08, all plans reviewed were Individual Plans)
- **Quarterly Reports Reviewed** – All files had evidence that quarterly reports were being reviewed and followed up on when needed.
- **IP/PSP Revised as needed** – There is ample evidence present in the files that plans are revised when necessary.
- **Services Delivered According to IP/PSP** - There is significant evidence that case managers are monitoring individual plans and following up with service providers when needed.
- **Services Coordinated** – There is ample evidence in case notes and other documentation that the various client services are being coordinated by the case manager.
- **Abuse, Neglect & Exploitation Protocols followed** – Evidence of compliance is apparent in the review of incident reports in files.
- **Provides Information on Abuse Reporting** – ORI has a handout and form to document such information but it had not been implemented at the time of the review. This was not a well-defined expectation for case managers.
- **Provides Technical Assistance for Waiver Services** – Case notes provide documentation of case managers talking with families about waiver services and reviewing the Waiver 5 form with them. It is not clear if they get a listing of waiver services and their descriptions. This has not been a well-defined expectation of case managers.

- **Face-to-face contacts** – All files met the standard of 6 face-to-face contacts per year. There was ample evidence of significant amounts of direct and indirect contacts on behalf of the consumers surveyed.

Files of individuals receiving case management services only:

- **Completed, current Individual Service Plan** – All files met this requirement.
- **Referrals Up-To-Date** – All consumers that needed a referral met this requirement.
- **Additional, Available Resources Being Accessed** – ORI meets and usually exceeds this requirement. Significant evidence of services coordination outside of DD services.
- **Provides Information in Abuse Reporting** – See above, same requirement.
- **Face-to-Face Contacts** – All but one file reviewed met the standard for 4 direct contacts. This appeared to be a symptom of changing of case management agencies and staff turnover.

Summary

ORI Case Management continues to work on staffing challenges and the files reviewed illustrated that efforts were made to maintain quality case management services. Given the additional challenges of this changing environment, it was great to see that there were only minor omissions. Individual review sheets were made available to the Case Management Supervisor along with this narrative report. There were no QAO sheets written and no corrective actions needed as a result of this review.

Brad Johnson

Brad Johnson, M.S.
Quality Improvement Specialist
Review Coordinator
10/9/08